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**DEPARTMENT OF HUMAN SERVICES**

DIVISION OF REHABILITATION SERVICES

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June 29, 2015

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12th Street, SW  
Room TW-A325  
Washington, DC 20554

DOCKET FILE COPY ORIGINAL

**RE: CG Docket 03-123**

As required by FCC, South Dakota is submitting their annual consumer complaint log summary for the 12-month period ending May 31, 2015. South Dakota has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services. South Dakota is filing its Complaint and Summary log along with a report that indicates the number of complaints received for South Dakota. Included are the following reports:

- A summary with the total number of complaints received between June 1, 20014 and May 31, 2015.
- Annual Complaint Log which includes complaints received between June 1, 2014 and May 31, 2015 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

This log contains a summary of the total number of complaints received for this twelve-month period. South Dakota is confident that Sprint's records and systems will support any additional requirements, should the FCC order them.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. Per South Dakota's provider, Sprint, will provide this information to the FCC concerning the number of interstate calls, however, Sprint will do so under seal since call volume information is proprietary and confidential. South Dakota considers this report to be in compliance with the rules and is submitting this log without this interstate relay call information.

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List ABCDE

If you have any questions pertaining to this consumer complaint log please contact Janet Ball at (605) 773-4547.

Sincerely,

A handwritten signature in black ink, appearing to read "Eric Weiss", with a stylized flourish at the end.

Eric Weiss  
Division Director/DRS  
Department of Human Services

Attachments

- 1) Total Number of Complaints
- 2) Log Sheet

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South Dakota Relay Service - June 1, 2014 through May 31<sup>st</sup>, 2015

1. Total Number of TRS/CapTel complaints: 17

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# **South Dakota FCC Complaint Log 2014 - 2015**

**Complaint Tracking for SD (06/01/2014-05/31/2015). Total Customer Contacts: 17**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/15/14	Customer said that the Communication Assistant was not responding to TTY, so requested for a supervisor. Customer said that the Supervisor wouldn't listen or help with the TTY call, which made the customer frustrated and the customer wanted to call their lawyer to file a lawsuit. Supervisor kept TTY on hold as well as the Communication Assistant. Customer Service apologized and informed the customer that this information will be passed on to Communication Assistant's supervisor. Customer would like follow up via email.	07/21/14	Discussions were held with the Communication Assistant and the Communication Assistant In Charge (AIC) who responded to the assist request. The team was able to confirm that the Communication Assistant typed verbatim and sent the "Go Ahead" response. Unfortunately, there is insufficient information from the customer's end to determine whether a suspected technical issue was the cause of the typing transmission difficulty. The AIC was re-taught to collect more information from the customer regarding their reported issue or concern. A follow-up email was sent to the customer on 7/21/14.
2	07/22/14	Customer said that the Communication Assistant did not follow the request given and was non-responsive. Then the Communication Assistant disconnected the call. Customer Service apologized to the caller and mentioned that this would be addressed with the Communication Assistant. No follow up requested.	07/22/14	Communication Assistant was coached on the importance of not disconnecting calls and following customer requests. Also advised the Communication Assistant of the consequences of doing so.
3	08/05/14	Customer complained that the Communication Assistant did not answer, but sent the following macro, "The number you are calling to, please", and did not follow notes then then hung up on this Voice Carry-Over customer. Customer was confused as to why the Communication Assistant disconnected the call. Customer Service apologized to the customer.	08/05/14	Communication Assistant was coached on the importance of keeping customers informed at all times. Communication Assistant stated that the customer was being very difficult. Due to confusion, the Communication Assistant did not do what was asked by the customer. The Communication Assistant was reminded to request for supervisory assistance in this type of situation. The Communication Assistant understood the consequences of disconnecting a call.
4	08/11/14	Customer called in to report that both Communication Assistants did not follow instructions on how customer wanted the notes clarified and typed back to her. Customer would like a follow-up phone call.	08/11/14	Supervisor spoke with both Communication Assistants and found that when the call came in, the customer hung up before the greeting transmitted. The Supervisor discussed with both agents the importance of following customer notes. The Supervisor followed up via phone to the customer.
5	08/12/14	Customer reported that the Communication Assistant only read the customer notes and did not listen to the customer's instructions. Supervisor apologized for the inconvenience. No follow up requested.	08/12/14	Supervisor followed up with the Communication Assistant. The Communication Assistant stated the customer disconnected prior to the greeting transmitting.
6	08/12/14	Communication Assistant only read the customer notes and did not listen to the customer's instructions. Supervisor apologized for the inconvenience. No follow up requested.	08/12/14	Communication Assistant followed the customer's instructions to the best of her ability and while verifying the information, the Communication Assistant did take a moment to ensure everything was correct and the caller disconnected the call. Coached the Communication Assistant to continue to make sure the customers' instructions are verified and followed.



**Complaint Tracking for SD (06/01/2014-05/31/2015). Total Customer Contacts: 17**

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
7	11/04/14	Customer reported that the Communication Assistant did not follow customer's note and verbal instructions. Customer also reported that a disconnect occurred after an attempt was made to interrupt the Communication Assistant. Customer Service apologized and informed the customer that their concern will be sent to the call center.	11/04/14	Supervisor coached the Communication Assistant on the importance of responding in a timely manner. Supervisor also coached the Communication Assistant to listen to the Voice Carry-Over Customer's verbal instructions prior to reading customer's note. Communication Assistant denied disconnecting the customer; Assistant Supervisor was able to verify that the Communication Assistant did not disconnect the call.
8	12/29/14	Communication Assistant had given the customer their ID number, then the customer talked. Communication Assistant had typed the message and the message was garbled. The customer received "off 40", instead of "turbo off, 40 wpm". The customer asked the Communication Assistant to repeat and it garbled again. The customer asked the Communication Assistant to repeat again and the Communication Assistant disconnected the call. The Assistant Supervisor apologized for the trouble and assured that the information would be passed on to the Communication Assistant's supervisor. The customer requested a follow up.	01/02/15	A supervisor met with the Communication Assistant to discuss the issues identified by the customer. The Communication Assistant informed the supervisor that she had alerted a supervisor when the customer had expressed dissatisfaction. The supervisor witnessed the call end and confirmed that the Communication Assistant did not disconnect the call. It is suspected that technical issues may have caused the garbled messages and resulted in a disconnect. No further issues have been reported from this workstation. Communication Assistant was reminded about the importance of following customer instructions, responding to customer requests, and reporting technical issues. Follow up sent by supervisor.
9	01/01/15	Customer stated that the Communication Assistant did not verify verbal instructions. Supervisor attempted to explain that the Communication Assistant's screen displayed the instructions which was reiterated to her. The customer disputed. Customer did not request a follow up.	01/01/15	Communication Assistant followed procedure in verifying the instructions received.
10	01/09/15	The customer reported that the Communication Assistant did not follow customer's note instructions. The Communication Assistant used the "turbo" rather than "turbo code" and did not type the number at the end as requested. The customer requested follow up in the form of a letter. The responding in-charge supervisor apologized and informed the customer that the information will be given to the Communication Assistant's supervisor.	01/16/15	The Communication Assistant was unavailable for discussion until 1/16/15. The Communication Assistant's supervisor discussed the customer's concerns and coached the Communication Assistant to type the words the same way and order that the instruction appears in the customer's notes or verbal instructions. The supervisor followed up with the customer by letter as requested.
11	02/24/15	Customer reported that the Communication Assistant did not follow the instructions identified in their customer notes. The Supervisor apologized to the customer.	02/24/15	The Supervisor coached the Communication Assistant to read and follow all customer note instructions, to verify instructions as needed, and to inform the customer, "One moment please" when additional time is required to read the customer's instructions.
12	03/24/15	Customer said that the Communication Assistant "...did not follow my answering machine notes. She typed the answering machine message when the notes say 'Do not type answering machine'. The notes should blink so they are noticeable." Assistant Supervisor apologized for the inconvenience and advised customer that this would be forwarded to the appropriate party. No follow up requested.	03/25/15	The Supervisor followed up with the agent and coached on following customer notes.

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13	04/13/15	Customer reported that the Communication Assistant did not follow customer's notes to verify the number and all instructions before dialing out. Supervisor apologized for the inconvenience and assured the complaint would be forwarded to the appropriate supervisor for coaching. No follow up requested.	04/13/15	Supervisor coached Communication Assistant on importance of following instructions; verbal or instructions outlined in the customer's notes.
14	04/13/15	Customer reported that the Communication Assistant did not follow the customer's notes to verify the number and all instructions before dialing out. Supervisor apologized for the inconvenience and assured the complaint would be forwarded to the appropriate supervisor for coaching. Requested follow up.	04/13/15	Supervisor coached Communication Assistant to review and follow the customer's notes and instructions on every call. Supervisor followed up with customer via phone call as per request.
15	04/22/15	A Voice Carry-Over (VCO) customer stated the Communication Assistant did not respond to the customer when requested to verify the customer's instructions. Assistant Supervisor documenting the concern apologized for the inconvenience. No follow up requested.	04/22/15	Supervisor met with, and coached, the Communication Assistant on following customer notes and instructions, and if necessary, to ask for clarification or assistance from a supervisor.
16	04/28/15	A Voice Carry Over (VCO) customer stated she had requested for a relay supervisor and the Communication Assistant informed her a supervisor was not available. Assistant Supervisor documenting the concern apologized for the inconvenience. No follow up requested.	04/28/15	Supervisor met with and coached the Communication Assistant on proper procedure when a caller is requesting a supervisor.
17	04/28/15	A Voice Carry-Over (VCO) customer called in to relay and wanted to be connected to a customer service department. Customer had asked the Communication Assistant to verify the number prior to placing the call, but the Communication Assistant just dialed and did not verify the number or instructions given. Assistant Supervisor documenting the concern apologized for the inconvenience. No follow up requested.	04/28/15	Communication Assistant was coached by a supervisor on the importance of following customers' instructions. The Communication Assistant was also coached to be responsive, focused, and attentive to customers' requests.

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